

Team: CFO

Date:

INPUT DRAFT-ILLUSTRATIVE

## Action Plan Summary

Key Assumptions				
<ul style="list-style-type: none"> <li>- CFO will need to define and develop new business capabilities, many of which are outside the present comfort zone and level of responsibility.</li> <li>- The role and responsibility of each Channel within SFA in developing business capabilities is unclear, creating a distinct opportunity for CFO to take on a key leadership and strategic role.</li> <li>- CFO's position as a "start up" organization will require significant investment in personnel development and systems infrastructure.</li> </ul>				
Team Goals		Key Success Indicators		
<ul style="list-style-type: none"> <li>- Develop Future CFO Vision &amp; Operating Principles</li> <li>- Implement training and development opportunities to CFO employees</li> <li>- Communicate SFA and CFO vision, mission, goals &amp; objectives to employees and the relationship to SFA/CFO work to all SFA/CFO employees</li> <li>- Create project management infrastructure</li> </ul> <p>Additional Goals</p> <ul style="list-style-type: none"> <li>- Ensure that employees feel free to do whatever is necessary to meet our customers needs</li> <li>- Assess the value we provide to our clients and measure their satisfaction with our products and services</li> <li>- Encourage cross-organizational leadership</li> <li>- Train and mentor to develop necessary management and leadership skills and behaviors</li> <li>- Empower employees and let them have input into critical decisions</li> <li>- Create processes for two way communication and acknowledging feedback</li> <li>- Define and clearly communicate performance expectations and measure results</li> <li>- Encourage and reward innovation and accountability</li> <li>- Create an environment which encourages people to constructively work together to achieve shared goals</li> <li>- Make sure that information is shared freely at all levels and between organizations without fear of reprisal</li> <li>- Create opportunities for upward and lateral career growth</li> <li>- Get to know one another and have fun</li> </ul>		<ul style="list-style-type: none"> <li>- Future CFO Vision and operating principles produced by 02/01/01</li> <li>- Training and Development opportunities assessed and offered by 06/01/01.</li> <li>- All hands meeting held and information posted to CFO website by 04/01/01</li> <li>- Project management infrastructure designed and rolled out including tools by 02/01/01</li> </ul>		
Key Actions	Impact	Start	Complete	Responsibility
- Develop CFO vision and Operating principles	- Allows for improved more holistic strategic planning	12/15/00	02/01/01	Lynch
- Asses and improve CFO training opportunities to support expanded scope	- Better training leads to better performance among CFO employees	01/01/01	06/01/01	Lynch
- Hold all hands meeting communicating SFA and CFO vision, mission, goals & objectives.	- Clearer understanding and more buy for CFO employees	02/01/01	04/01/01	Lynch
- Design and implement Project Management Infrastructure	- Allows for improved and tracking of project progress	12/15/00	02/01/01	Lynch